



TERMS & CONDITIONS [EVENTS | ROOMS]

SCOPE OF VALIDITY

These terms and conditions of business apply to all contracts covering the rented use of conference, banqueting and event rooms, other rooms used to host events of whatever nature, and all hotel services and provision related to the event, particularly the booking of rooms.

EVENT DETAILS

Please inform the hotel 'in writing' of all details of the event, either when signing the contract or no later than 10 full days prior to commencement of the event.

- The number of participants
- Catering [extras and requirements not specified in the basic contractual package]
- Scheduling [breaks, lunch and an evening meal have been agreed in the contract! Fine tuning?]
- Room signage requirements
- Seating requirements and arrangements. If this information is not provided in time, the hotel reserves the right to provide classroom-style or university auditorium seating in the plenary room.

BRINGING FOOD AND DRINK FROM OUTSIDE

As a rule, guests are not permitted to bring or consume food or beverages purchased outside the hotel to the event. Exceptions must be agreed in writing. In such cases, a fee is charged to cover general costs, such as charging a fee equivalent to the cost of the goods consumed.

RIGHT OF WITHDRAWAL [Cancellations]

The customer forfeits the right to withdraw from the contract free-of-charge if he/she has not informed the hotel, in writing, of the intention to invoke this right of withdrawal right by the agreed date. The contractually agreed €500 date reservation fee is non-returnable.

CALCULATING CANCELLATION FEES [based on expected revenues]:

Rooms | Event rooms booked | Minimum revenue from the plenary room

4 month prior to event commencement	0% (but does include the date reservation fee!)
4 months - 3 months	50%
3 months - 2 months	60%
2 months - 1 month	70%
1 month	90%
1 week or less prior to event commencement	100%

ORDER REDUCTIONS [Rooms | Package prices for meetings | Catering]

Up to 10% of the originally booked capacity can be cancelled free of charge 3 working days prior to event commencement.

GUARANTEED NUMBERS OF PARTICIPANTS AND ROOMS

The numbers of participants and rooms required, submitted to the hotel no later than 3 working days prior to commencement of the event, serve as our guaranteed reference figures and form the basis for invoice calculation. Should more than the guaranteed number of participants take part in the event, the invoice will be calculated according to the actual numbers present. Should such an increase lead to possible capacity bottlenecks, the hotel shall be entitled to refuse consent to the increase unilaterally.

HOTEL HEFFTERHOF RIGHT OF WITHDRAWAL

Should the contract and order confirmation bearing the signature of the client's authorised signatory fail to be returned to the hotel prior to expiry of the deadline provided, the hotel shall be entitled to withdraw from the contract. Other justified reasons for Hotel Heffterhof withdrawing from the contract include:

- If the client fails to make an agreed payment by a due date (down payment etc.)
- If contract and/or event fulfilment are rendered impossible due to force majeure, a strike or any other circumstance out of the control of the hotel.
- If the client provides misleading or incorrect details about essential issues.
- If rooms in the contract are sub-let to other users without the written consent of the hotel.
- If the hotel has a justified reason for assuming the client's use of the hotel's infrastructure, staff and/or services could disturb the smooth running of operative business, could compromise safety within the hotel, or pose a threat to the good public image of the hotel.

The hotel is obliged to inform the client in writing of its invocation of the right to withdraw from, or to cancel the contract, immediately, or at the latest 7 working days following announcement of the grounds for withdrawal. In case of such withdrawal from, or cancellation of, the contract by the hotel, the client party to the contract shall not be entitled to claim any form of compensation, financial or other. The hotel's right to submit claims for compensation for losses, damage, or expenses already incurred, shall not be impaired by withdrawal from the contract by the hotel.

DOWNPAYMENT

A demand for a down payment of 20% of expected overall turnover (see calculating cancellation fees) will be sent 4 months prior to commencement of the event – to be paid immediately (within 7 working days of receipt). If payment is not received by the agreed date, the hotel will assume the event is not taking place, and that the event organiser is withdrawing from the contract. This does not affect the duty of the client to pay the date reservation fee!

CONDITIONS FOR PAYMENT

If not otherwise agreed, the hotel will invoice the event organiser for all services and charges agreed in the contract, including the date reservation fee. Payment 'in full' must be made by the client party to the contract within 7 days of receipt of the invoice.

If not otherwise agreed in the contract, the event organiser is obliged to inform participants that all extra-contractual consumption and service usage must be paid for on departure. Liability for contractually agreed services not required or consumed is borne by the event organiser.

Downloads (PDF)

General terms and conditions for the Hotel Industry

Europäischen Reiseversicherung provides insurance for such events.

Please take note of our [Data Privacy Statement](#).